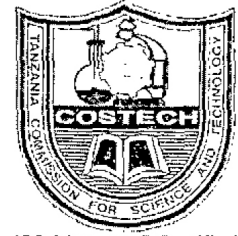




UNITED REPUBLIC OF TANZANIA
MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGY
**TANZANIA COMMISSION FOR SCIENCE AND
TECHNOLOGY**



ISO 9001 : 2015 Certified

GRIEVANCES HANDLING PROCEDURES

COSTECH establishes, implements, maintains, and continually improve processes and their interactions, in accordance with the requirements of ISO 9001:2015. It is committed to coordinate, promote and facilitate science, technology and innovation in the country by meeting legal and customer requirements and even exceeding customer expectations. COSTECH management continuously demonstrate leadership and commitment by ensuring the promotion of customer focus in the delivery of products and services. In that regard, COSTECH is hereby introducing to our beloved stakeholders the procedures through which they may file their grievances, complements and opinions regarding COSTECH products and services.

Submission

The affected persons shall file their grievance through the following ways:-

- i) Suggestion box which is accessible at COSTECH Building, Kijitonyama, Dar es Salaam;
- ii) During regular meetings held with stakeholders;
- iii) Local Consultative Forums established in the affected locations;
- iv) During informal meetings;
- v) Direct communication by writing a letter addressed to the **Director General, P. O. Box 4302, Dar Es Salaam.**
- vi) Email: malalamiko@costech.or.tz
- vii) E- mrejesho
- viii) Walk-in (face to face)

Note: All complaints about abuse/crimes in service and potential corruption are channelled to proper authorities not more than 5 days after the complaint is received.

Appeals

- i) **Step 1:** If Grievance Handling Officer (GHO) is not able to handle and satisfy the aggrieved stakeholder/complainant refers the grievance to the Grievance Redress Integrity Committee (GRIC).
- ii) **Step 2:** If the aggrieved stakeholder/complainant not satisfied with decision made by GRIC, the grievance is reported to the COSTECH management.
- iii) **Step 3:** If the stakeholder/complainant is not satisfied with the decision made by COSTECH Management the grievance(s) is reported to the COSTECH Commission. If grievance is addressed, no further action required.
- iv) **Step 4:** If the aggrieved stakeholder/complainant is not satisfied by the decision made by the Commission, the stakeholder/complainant can proceed to report or appeal to the Permanent Secretary, Ministry of Education, Science and Technology.

Note: At every stage of grievance handling, the aggrieved stakeholder/complainant will be notified accordingly.

"We put our customer's need the first"



Dr. Amos M. Nungu

DIRECTOR GENERAL